Cloud Solution Architecture

Apply Now

Company: Microsoft

Location: Mexico City

Category: computer-and-mathematical

Overview

With over 18,000 employees worldwide, the Microsoft Customer Experience & Success (CE&S) organization is responsible for the strategy, design, and implementation of Microsoft's end-to-end customer experience. Come join CE&S and help us build a future where customers come to us not only because we provide industry-leading products and services, but also because we provide a differentiated and connected customer experience.

The Global Customer Success (GCS) organization is leading the effort to create the desired customer experience through support offer creation, driving digital transformation across our tools, and delivering operational excellence across CE&S.

Do you have a passion for DATA & Analytics with a focus on cloud and using best-in-class tools created by Microsoft? Are you looking for a role where you can interact directly with large enterprise customers to improve their DATA & Analytics related technologies? Do you want to join one of Microsoft"s fastest growing businesses? If so, we are looking for you!

Support for Mission Critical is a team within Microsoft that provides solution-specific expertise designed to drive peak health and optimum performance of a customer's most important solutions. As a key technical resource for the customer, you will be primarily focused on delivering proactive services such as education workshops, delivering assessments, and providing tailored guidance. Troubleshooting skills are essential as this role will include working with Microsoft Support to expedite incident resolution.

This role is flexible in that you can work up to 50% from home.

Microsoft's mission is to empower every person and every organization on the planet to

achieve more. As employees we come together with a growth mindset, innovate to empower others and collaborate to realize our shared goals. Each day we build on our values of respect, integrity, and accountability to create a culture of inclusion where everyone can thrive at work and beyond.

Qualifications

Qualifications

Required/Minimum Qualifications

Bachelor's Degree in Computer Science, Information Technology, Engineering, Business, or related field AND 4+ years experience in cloud/infrastructure technologies, information technology (IT) consulting/support, systems administration, network operations, software development/support, technology solutions, practice development, architecture, and/or consulting OR equivalent experience.

5+ years of related experience with more than one of the following areas:

Designing and supporting solutions using technologies such as:

Azure Data Factory

Azure Data Lake

Azure Data Bricks

Azure SQL Managed Instance

Azure SQL Hyper-Scale

Business level fluency to read, write and speak English.

Business level fluency to read, write and speak Spanish.

Additional or Preferred Qualifications

Bachelor's Degree in Computer Science, Information Technology, Engineering, Business, or related field AND 8+ years experience in cloud/infrastructure technologies, information technology (IT) consulting/support, systems administration, network operations, software development/support, technology solutions, practice development, architecture, and/or consulting

OR Master's Degree in Computer Science, Information Technology, Engineering,

Business, or related field AND 6+ years experience in cloud/infrastructure technologies, technology solutions, practice development, architecture, and/or consulting OR equivalent experience.

4+ years experience working in a customer-facing role (e.g., internal and/or external).

4+ years experience working on technical projects.

Technical Certification in Cloud (e.g., Azure, Amazon Web Services, Google, security certifications).

HD Insights, Azure Synapse Analytics, CosmosDB, Azure Stream Analytics, Azure Machine Learning Service

Technical depth in one of the following Data Analytics and AI Platform Cloud solutions:

SQL including OSS (Postgre SQL, My SQL, etc.), Azure SQL

NoSQL Databases including OSS (Maria, Mongo etc), CosmosDB

Big Data including Azure Synapse, Snowflake, Big Query, Redshift

Machine Learning including Azure ML, ML Server

Artificial Intelligence including BOT framework, Cognitive Services, Cognitive Search

Expertise in data estate workloads like HDInsight, Hadoop, Cloudera, Spark, Python

Presentation skills with a high degree of comfort presenting to a variety of audiences.

Responsibilities
• Plan and deliver proactive and reactive support including onsite presence as needed (post Covid restrictions).
• Work within a larger virtual account team to strengthen customer relationships and work on mobile-first, cloud-first strategies for immediate and long-term service delivery plans.
• Identify and manage goals and opportunities across Big Data platform to improve the health, performance, and availability.
• Drive and participate in proactive delivery management, spot performance issues, analyze problems, and provide solutions to meet customer needs.

• Work with support teams, account teams, product engineering teams and other stakeholders to ensure a streamlined customer experience.

• Apply lessons learned for continuous process and delivery improvement for the customer.

• Engage in meetings with customers and account teams to articulate service offerings.

• Share and gain knowledge through communities.

• Contribute to on-call rotations to ensure a high quality of service for critical incidents created by Support for Mission Critical customers.

Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country where you work.Industry leading healthcareEducational resourcesDiscounts on products and servicesSavings and investmentsMaternity and paternity leaveGenerous time awayGiving programsOpportunities to network and connect

Apply Now

Cross References and Citations:

1. **Cloud Solution Architecture** Madinahjobs **Jobs Mexico City** Madinahjobs ↗

2. **Cloud Solution Architecture** Dentistjobs **Jobs Mexico City** Dentistjobs ↗

3. **Cloud Solution Architecture** Raleighjobs **Jobs Mexico City** Raleighjobs ↗

4. **Cloud Solution Architecture** Jobsinaustria **Jobs Mexico City** Jobsinaustria ↗

5. **Cloud Solution Architecture** Restaurantjobsnearme **Jobs Mexico City** Restaurantjobsnearme ↗

6. **Cloud Solution Architecture** Receptionistjobs **Jobs Mexico City** Receptionistjobs ↗

7. **Cloud Solution Architecture** Neurologistjobs **Jobs Mexico City** Neurologistjobs ↗

8. **Cloud Solution Architecture** Notaryjobs **Jobs Mexico City** Notaryjobs ↗

9. **Cloud Solution Architecture** Seasonaljobs **Jobs Mexico City** Seasonaljobs ↗

10. **Cloud Solution Architecture Iexpertini Jobs Mexico City** Iexpertini ↗

11. **Cloud Solution Architecture Businessjobs Jobs Mexico City** Businessjobs ↗

12. **Cloud Solution Architecture Costaricajobs Jobs Mexico City** Costaricajobs ↗

13. **Cloud Solution Architecture Developerjobs Jobs Mexico City** Developerjobs ↗

14. **Cloud Solution Architecture Iraqjobs Jobs Mexico CityIraqjobs** ↗

15. **Cloud Solution Architecture Searchukjobs Jobs Mexico CitySearchukjobs** ↗

16. **Cloud Solution Architecture JavajobsJobs Mexico CityJavajobs** ↗

17. **Cloud Solution Architecture Nyjobscentral Jobs Mexico CityNyjobscentral** ↗

18. **Cloud Solution Architecture KuwaitjobstodayJobs Mexico CityKuwaitjobstoday** ↗

19. **Cloud solution architecture Jobs Mexico city** ↗

20. **AMP Version of Cloud solution architecture** ↗

21. **Cloud solution architecture Mexico city Jobs** ↗

22. **Cloud solution architecture Jobs Mexico city** ↗

23. **Cloud solution architecture Job Search** ↗

24. **Cloud solution architecture Search** ↗

25. **Cloud solution architecture Find Jobs** ↗